

Coalition to Abolish Slavery & Trafficking

Social Services Director

PURPOSE OF POSITION

Under the direction of the Executive Director, the Social Services Director provides the day-to-day management of the CAST direct client services program. This highly responsible position supervises the direct services staff and manages the development, coordination and implementation of comprehensive services to victims of slavery and trafficking. The position provides expertise and technical assistance to local and national collaborative efforts. As an integral part of the CAST Senior Management Team, the Social Services Director promotes the philosophy, services and activities of CAST and meeting the diverse needs of the Los Angeles community. The Social Services Director contributes to policy formation and long-range management planning. This position must be experienced in the theory and provision of support services to underserved and diverse populations, and intervention and treatment services in the areas of trafficking, torture, sexual assault and/or domestic violence. The Social Services Director must demonstrate a commitment to program innovation, particularly in the area of empowerment programs, holistic programming, multi-disciplinary collaborative approaches, and culturally competent programs. Full-time, exempt position.

ESSENTIAL DUTIES

Program Development: Develop resources, infrastructure, and systems that ensure comprehensive continuity of service including housing options, life skills, and employment. Develop new and innovative models based on thorough assessment and evaluation. Build new relationships with service organizations to build capacity of community resources available to clients. Create specialized services and tools for assessment/service planning. Develop policies, procedures and required program documentation. Develop comprehensive resource directory and relevant educational materials for staff. Assist in development of organizational structure, strategic planning, and resource/grant development.

Program Management: Strengthen and manage the infrastructure required to expand and deliver direct services to clients. Manage and oversee all aspects of the program. Manage a programmatic budget. Oversee resource development and donation program for Shelter Program. Design and execute program evaluation component and data collection methods. Maintain a coordinated working relationship with the CAST Management Team to coordinate services, research and development, advocacy and training. Provide supervision and case consultation to social services staff and interns. Review case management and shelter files, monthly logs, and appropriate documentation to ensure quality service and contract compliance. Provide extra coverage and/or support in crisis cases and perform crisis interventions. Assess for acute mental health/health problems and provide mental health counseling if needed.

Supervision/Human Resources: Recruit, interview, hire, and supervise direct services staff. Provide oversight of MSW intern program. Maintain annual employee review system that provides accountability for quality performance and staff development. Ensure staff safety by overseeing staff and client safety screening and by providing safety trainings. Research and coordinate professional development trainings for direct services staff.

Capacity Building: Conduct research, assessment, and provide technical assistance to local and national organizations as appropriate. Identify and provide technical assistance to organizations with the goal of building capacity to address trafficking. Identify emerging issues, service models, intervention and treatment trends by reviewing the literature, and staying abreast of developments in the field. Develop training curricula and other educational materials. Actively participate and take leadership roles in collaborative coalition and task force efforts.

Public Relations/Marketing: Develop outreach and marketing plan for program. Initiate and seek resources for the program. Assist Executive Director with promotion of the organization and cause. Contribute to special events for CAST including press conferences, special promotions, and more in order to increase the visibility of CAST. Contribute to the CAST newsletter, conference/training materials, website content information and other written materials as needed. Design workshops and speak at professional conferences.

Additional Duties: Work closely with the Executive Director and the senior management team in strategic development and meeting the goals and objectives of the organization. Contribute to policy formation and long-term planning. Advocate for benefits, employment services and other trafficking victim needs with AUSAs, ORR, DOJ and Refugee Programs. Contribute to the professional tone and approach of the organization within the constructs of the agency mission and philosophy. Other duties as identified and assigned.

REQUIREMENTS

1. M.A. in related field. MSW or MSW/JD preferred. Must be eligible to supervise MSW staff and interns.
2. Experience, minimum five years, in a senior management position responsible for a direct services program (rape crisis center/domestic violence shelter, refugee assistance agency, or community-based agency). Experience in model program design and development, implementation and evaluation, personnel management, strategic planning, and program management. Experience in development and monitoring of budgets, negotiating and managing contracts and projects successfully.
3. Experienced supervisor knowledgeable of California employment law, employee recruitment, supervision and retention, and the ability to coordinate a staff to respond to service requests and meet project objectives and deadlines. Must be able to lead a diverse and multi disciplinary staff. Demonstrated sensitivity to issues involved in working with multicultural groups and organizations.
4. Ability to be proactive in identifying emerging trends and resources, and to translate trends into program development and services for clients. Strong assessment skills to determine program needs and the capability to design services to respond to those needs. Must have

excellent research skills and the willingness to “go the extra mile” to shape solutions and identify resources.

5. Extensive knowledge of issues related to human rights, comprehensive programming, and shelter/residential program operations as well as advocacy and policy issues for underserved populations. Familiarity with the rights of victims of crime and both legal and social service resources available to them. Knowledgeable of federal and state funding requirements and service standards as well as program operations including intervention and long term support services, multidisciplinary response team operations, community education programming, multicultural approaches and more.
6. Excellent communication skills, both written and oral are essential. Ability to communicate with diverse groups. Bilingual/multilingual preferred. Experience in group facilitation. Experience in designing workshops and presentations to diverse professionals and audiences.
7. Comfortable and experienced with telecommunications systems including the Internet, email, telephone, TTY, data bases, and word-processing systems including Microsoft Office 2000 (including Access), and Windows XP.
8. Demonstrated experience in managing a multifaceted and fast-paced program. Must be organized, flexible, multi-task oriented, and detail oriented. Able to identify and respond to shifting priorities. A self-starter that can work within a team environment and handle a variety of tasks with urgent deadlines. Able to manage time effectively and make independent decisions.
9. Ability to maintain positive, cooperative and professional demeanor with clients, community partners, CAST staff/board, vendors, consultants, and members of the public. Skill and enjoyment in interacting with people and creating an accessible work environment.
10. Ability to travel, including overnights and some weekends. Must have own vehicle including a valid California driver’s license and insurance.
11. Willingness to abide by the mission and philosophy of CAST.

Compensation: Salary is commensurate with experience. Benefits package includes medical, life, disability, sick/vacation leave, and a 403(b) plan. Opportunity to work with a team of committed individuals, be supported, and given every chance to succeed.

Applications for this position should be emailed to info@castla.org with the position title, Social Services Director, in the subject line. Applicants should attach resume, cover letter, and salary history to the email. Clearly state how you learned about this position.